



your home

Your introductory tenancy

A guide for new tenants

Available in large print, Braille and on CD

Welcome to your new home

As a tenant you have rights and responsibilities. And so do we. Your new tenancy agreement describes all the rules.

These rules make sure you can enjoy all the benefits of your tenancy. We are determined to protect you and your community from the misery of anti-social behaviour. We're sure you will want to help us.

So, we give all new tenants a trial period to show they can keep to the tenancy agreement, look after their home and not be a nuisance to neighbours.

This trial period is your introductory tenancy.

Introductory tenancy

As a new tenant you must sign an introductory tenancy before you move into your home. If there have been no problems at the end of your introductory tenancy you automatically become a secure tenant – giving you all the rights of a council tenancy. We hope your introductory tenancy period is problem-free and that you'll go on to become a secure tenant. We'll always try to help if you have any difficulties. But you should know what will happen if you break the tenancy agreement – this leaflet tells you.

Different tenancies

There are two kinds of tenancy:

- introductory
- secure

You are starting as an introductory tenant. This means you don't have all the rights of a secure tenant, and can be evicted more quickly and easily if you break the tenancy agreement.

Rights

As an introductory tenant, the law doesn't give you the right to: buy your home; take in lodgers; sublet part of the property; make improvements or exchange your home with another tenant.

But, although you don't have an automatic legal right to these things (as a secure tenant has), you can ask for permission to take in lodgers, improve your home or exchange. We will decide if you can go ahead.

If there are problems

Most people pass smoothly from their introductory tenancy to a secure tenancy. But we'll act against you quickly if you break your tenancy agreement. We'll always investigate first to see if things can be sorted out – but if

the problem is serious, or if you won't cooperate with our efforts to find a solution, we'll take legal action to evict you straight away.

Rent

Your tenancy agreement says that you must pay your rent, and that you must pay on time. If you are two weeks behind, we will contact you. We'll check you're getting the right benefits and let you make an agreement to pay off the money in regular amounts on top of your weekly rent. But we'll take legal action to evict you if the arrears reach five weeks – or even sooner in some cases. We'll also take action if you are persistently late paying or if you won't keep to a repayment arrangement.

Anti-social behaviour

We must protect your community and our property. So if someone tells us that you've been acting anti-socially we will investigate the complaint thoroughly – collecting evidence, interviewing witnesses and talking to the police. If this shows that the complaint is justified we will take action. If the problem is quite minor we'll tell you to change your behaviour – we may bring in a mediation expert too.

But if you won't co-operate, or if your actions are very anti-social (such as violence or racial harassment), you won't get a second chance. We'll take immediate action to evict you.

It's important to remember that you are not only responsible for your own behaviour . . .

We will take action against you if the anti-social culprit is someone living with you, or a visitor to your home, and it doesn't matter where the nuisance happens – in your home, outside it or anywhere in the locality.

Other circumstances

There may be other circumstances when we will want to evict you – for not using your property as your main home for instance. Your tenancy agreement describes all these situations.

It's also possible that we will need to move you out of your home because it needs major building or repair or because it has to be demolished. But in that situation we will offer you another suitable home.

Taking action

If we want to evict a secure tenant (because they aren't paying their rent, or are a nuisance to their neighbours for example) we have to give them the chance to put their side of the story at a court hearing. It's then up to a judge to decide if the eviction can go ahead.

But if we have to evict an introductory tenant we can do it more easily and quickly.

Review

We will tell you in writing that we're going to go to court to evict you. You can ask for a review of the case, but you must do this within 14 days.

Staff will look at the situation again to see if everything has been done correctly. None of them will have been involved in the case before.

If they agree that the eviction can go ahead, you won't be able to appeal to anyone else. Although we still have to ask a court to give the final permission, the eviction happens automatically as long as we've followed the procedure properly.

Advice

If we do have to take action like this, you can get advice from a citizens' advice bureau, law centre, housing advice centre or a solicitor.

Becoming a secure tenant

If there have been no problems during your introductory tenancy you will automatically become a secure tenant on the date written on the front of your tenancy agreement. We'll tell you in writing when this happens.

Here to help

This leaflet tells you what happens if there are problems with your introductory tenancy. This is to show you that we're serious about collecting rent and protecting people from anti-social behaviour. But nearly every introductory tenant is very

responsible and goes on to get a secure tenancy with no problem.

And of course, as an introductory tenant, you get as much protection as a secure tenant. If you're a victim of someone else's bad behaviour during your trial period we'll help you in exactly the same way as if you'd lived in a council home all your life.

If you have any worries at all about your tenancy or any part of our housing service, contact us on 03000 123 123.

Extra services for customers with reduced hearing or vision

To get this leaflet in Braille, large print or on CD:

Call: 03000 123 123 **E-mail:** info@northwardshousing.co.uk

Fax: 03000 124 123 **Text phone:** 0161 274 0899

Nëse këtë dokument e domi të përkthyer, ju lutemi telefononi numrin më poshtë, ky dokument gjendet edhe në gjuhën braille, në format me germa të mëdha ose në CD.

Albanian

إن كنت تريد ترجمة هذه الوثيقة، يرجى الاتصال بالرقم المذكور أعلاه. تتوفر هذه الوثيقة أيضاً بصيغة برايل للمكفوفين وبالحرروف الطباعية الكبيرة أو على قرص مدمج – سي دي.

Arabic

如果您想要一份中文译本，请拨打下列电话。
这文件也有盲文版、大字体版和 CD 光盘备索。

Chinese

Přejete-li si překlad tohoto dokumentu zavolejte prosím na níže uvedené číslo. Tento dokument je také k dispozici ve slepeckém písmu, ve velkém formátu nebo na CD.

Czech

Si vous désirez une traduction de ce document, appelez le numéro ci-dessous. Ce document est également disponible en braille, en gros caractères ou sur CD.

French

نه گه ر بڻت خوڻشه نه رچوسه ي. نه م به لڱه نامه به وه رگريت، نڪانه به يوه ندي بکه به نه و ژمنه ي
خواره وه. نه م به لڱه به هه ر وه ها به شينوازي نوسراوي ڳوڻران، نه چيني ڳه زړه و بيان نه سه ر سي دي
هه به.

Kurdish

Se deseja obter este documento traduzido, por favor contacte o número abaixo, este documento também está disponível em Braille, impressão grande ou CD.

Portuguese

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Somali

اگر آپ امن دستاویز کا ترجمہ چاہتے ہیں تو براؤ کرم نیچے دئے گئے نمبر پر کال کریں، یہ دستاویز بریل، بڑی چھپائی یا سی ڈی کی شکل میں بھی دستیاب ہے۔

Urdu

03000 123 123